



Date: April 7, 2003
To: BearingPoint
From: OSS Test Project Management Team
Subject: SBC Response to Exception # 188 Version 2

Certain SBC Ameritech technical documentation does not consistently present an adequate depiction of the flow of data from the source systems to the performance measurement reporting systems for certain performance measurements.

Issue

SBC Ameritech has provided BearingPoint with two types of technical documentation, Data Flow Diagrams and Data Element Maps:

- *Data Flow Diagrams (DFDs)* document the flow of data from the Performance Measurement Reporting System to the source system.
- *Data Element Maps (DEMs)* document the flow of data from the Performance Measurement Reporting System to the source system at the field level.

Exhibit 1 lists by measure group and performance measurements where SBC Ameritech's flow documentation (DEMs and DFDs) appear inaccurate. Examples of inaccuracies found in the documentation include the absence of certain intermediate systems and unclear sources of data elements.

Exhibit 1 – Inaccurate Documentation by Measure Group and Performance Measurement

Measure Group	Performance Measurement
911	104.1 and MI 6
Bonafide Requests	120 and 121
Billing	14 and 19
Coordinated Conversions	115.2
Directory Assistance Database	111 and 113
Facilities Modification	CW 1, CW 6, CW 7, CW 8, and CW 9
Interconnection Trunks	71
Local Number Portability	91, 92, 93, 95, and 99
Miscellaneous Administrative	25
Order	5, 5.2, 6, 7, 7.1, 8, 9, 10, 10.1, 10.2, 10.3, 10.4, 11, 11.1, 11.2, 13, 13.1, and MI 2
Other	MI 9 and MI 13

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Measure Group	Performance Measurement
Pre-Order	4

For the performance measurements included in Exhibit 1, SBC Ameritech has indicated that it will provide updated technical documentation (DEMs and DFDs) through the ongoing Documentation Content Review process.

Exhibit 2 lists by measure group and performance measurements where BearingPoint has been able to validate that SBC Ameritech's technical documentation is accurate.

Exhibit 2 –Accurate Documentation by Measure Group and Performance Measurement

Measure Group	Performance Measurement
911	102, 103, and 104
Billing	16, 18 and 20
Collocation	107, 108, 109, and MI 4
Directory Assistance Database	112
Directory Assistance & Operator Services	79, 80, 81, 82, and 83
Interconnection Trunks	70.1, 70.2, and 77
Miscellaneous Administrative	21.1, 22 and 24.1
NXX	117, 118, and 119
Other	CW 4, IN 1, MI 12 and MI 15
Poles, Conduits & Rights of Way	105, 106, and MI 5
Pre-Order	1.1 and 1.2

For the performance measurements that are not included in Exhibit 1 or 2, BearingPoint is still in the process of validating the accuracy of the updated technical documentation.

Assessment

Accurate documentation, which describes the flow of performance measurement data through SBC Ameritech's systems, is necessary to maintain consistency in the results calculation process and to enable effective management of changes to the data flows.

Version 2: April 1, 2003

BearingPoint has continued to receive and review technical documentation from SBC Ameritech. BearingPoint's findings, as of March 27, 2003, are outlined in Exhibits 3 and 4 below.

Exhibit 3 – Inaccurate Documentation by Measure Group and Performance Measurement

Measure Group	Performance Measurement
Billing	14, 18, and 19
Coordinated Conversions	115.2
Directory Assistance Database	110, 111, and 113
Facilities Modification	CW 1, CW 6, CW 7, CW 8, and CW 9
Local Number Portability	91, 93, and 95
Maintenance & Repair	37, 37.1, 38, 39, 40, 41, 42, 52, 53, 54, 54.1, 65, 65.1, 66, 67, 68, and 69
Order	5, 5.2, 6, 7, 7.1, 8, 9, 10, 10.1, 10.2, 10.3, 10.4, 11, 11.1, 11.2, 13, 13.1, and MI 2
Other	MI 9 and MI 13
Provisioning	35, 46, and 59

Exhibit 4 –Accurate Documentation by Measure Group and Performance Measurement

Measure Group	Performance Measurement
911	MI 6, MI 7, MI 8, 102, 103, and 104
Bonafide Requests	120 and 121
Billing	15, 16, and 20
Collocation	107, 108, 109, and MI 4
Directory Assistance Database	112
Directory Assistance & Operator Services	79, 80, 81, 82, and 83
Facilities Modification	WI 9
Interconnection Trunks	70, 70.1, 70.2, 71, and 77
Miscellaneous Administrative	21.1, 22, 24.1, and 25
NXX	117, 118, and 119
Other	CW 4, IN 1, MI 11, MI 12, and MI 15
Poles, Conduits & Rights of Way	105, 106, and MI 5
Pre-Order	1.1, 1.2, and 4

SBC Response to Exception 188 Version 2:

With release of version 2 of this exception BearingPoint provides a more recent status of the ongoing performance measurements data flow diagram and data element map documentation review process. As detailed within Exhibit 4 of this exception, BearingPoint confirms the accuracy of this documentation for 37 measures, an additional 3 measures since the release of the original exception on February 18th, 2003.

In addition to providing notice on the increase in measures considered to have accurate data flow diagram and data element map documentation, BearingPoint also identifies those measures where

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potential documentation issues exist. Below is a summary of the 55 measures identified in Exhibit 3 of BearingPoint's Exception 188:

- 3 measures: Since the release of version 2 of this exception BearingPoint and SBC have resolved the potential inaccuracies raised (19, CW 7 & CW 9)
- 45 measures: SBC has responded to BearingPoint concerning the issues identified and is awaiting BearingPoint to complete their review (5.2, 7, 7.1, 8, 9, 10, 10.1, 10.2, 10.3, 10.4, 11, 11.1, 11.2, 14, 18, 35, 37, 37.1, 38, 39, 40, 41, 42, 46, 52, 53, 54, 54.1, 59, 65, 65.1, 66, 67, 68, 69, 91, 93, 95, 110, 111, 113, 115.2, MI 2, MI 9 and CW 6)
- 7 measures: SBC is in the process of investigating the issues raised. The issues concerning these 7 measures are detailed below:
 - 7 measures: Data element maps and data flow diagrams for measures 5, 6, 13, 13.1, CW1, CW 8 and MI 13 are being updated to further detail the flow of data through the source systems to the reporting systems

In addition to the 37 measures BearingPoint considers accurate and the 55 measures reviewed above, there are an additional 61 measures which continue to proceed under BearingPoint's documentation review process.

SBC reiterates its previous request that BearingPoint expedite the remaining requirements regarding this documentation review so this exception may be closed in an expedited manner.